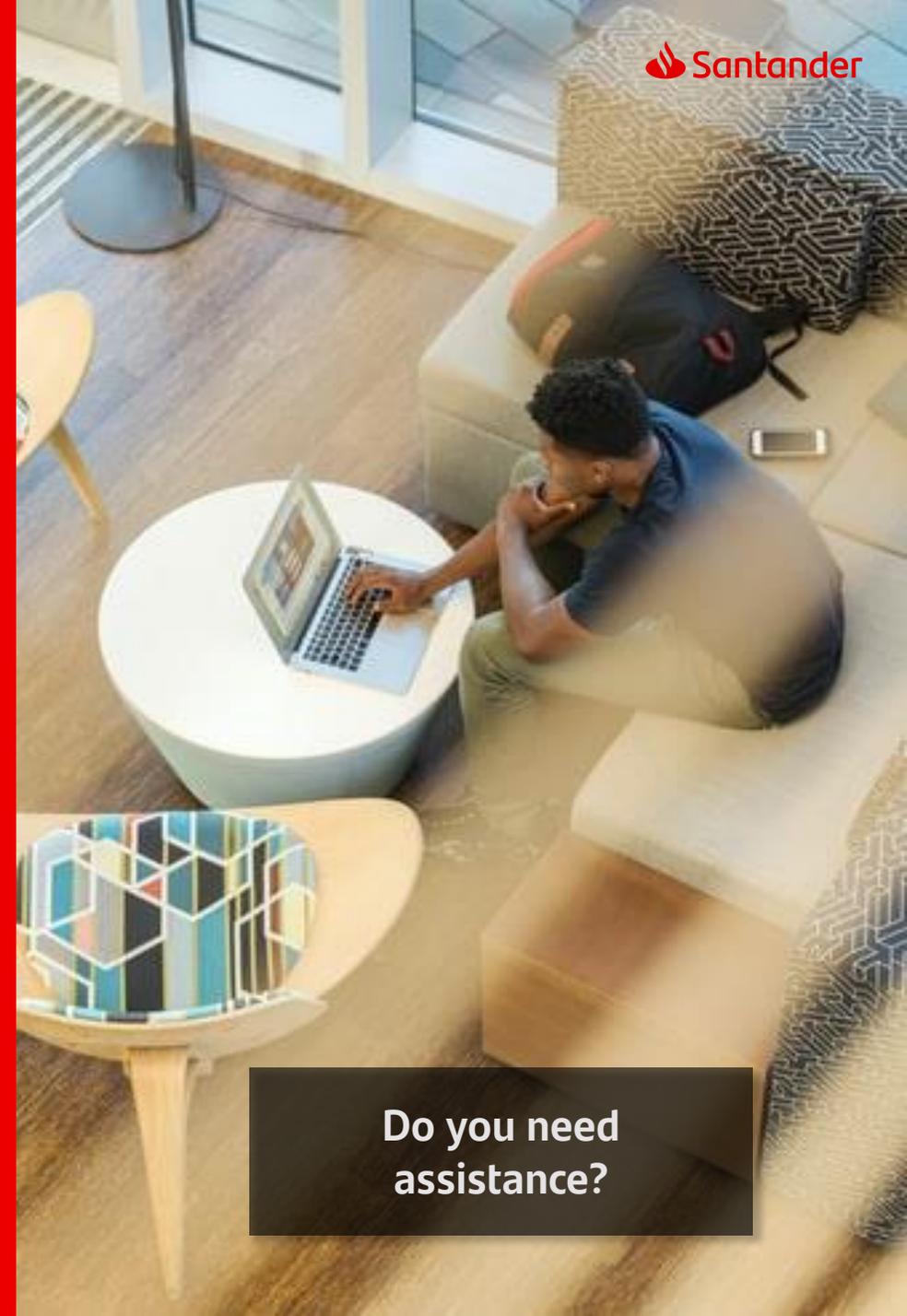


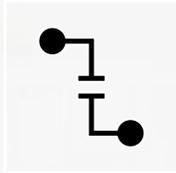
# Contracts



**Do you need  
assistance?**

# Important considerations

## SAP BUSINESS NETWORK



There are two types of accounts to be used:

1. **Standard:** Completely free and address all your needs for your operation with **Santander**
  2. **Premium:** Subject to a **cost for the company** as it includes improvements that the Standard type does not allow
- The **default account assigned** on the Business Network platform is the **Standard type**. In cases where an **Enterprise** account has been incorrectly assigned, you can change your account type here: [link](#)



Configure your **Remittance Address** and **Bank Details**<sup>(1)</sup> in your SAP Business Network profile. The Bank Details collected during Registration as well as in the configuration of your Business Network **must match** the bank details provided later during the invoicing and payment process (mandatory).

Finally, if you belong to a Business Group, we appreciate you reflecting its name during Registration.



Configure the **different Profiles** and **Permissions** in the “Business Relationship” section of SAP Business Network to have access to all stages of the process with Santander. If you do not have access to any management features in Business Network, your account administrator can assist you. Additionally, it is important to keep the **email address for Purchase Orders (P.O)** updated.

(1) At the time of the Registration as a supplier, the consistency and validity of the bank account will be confirmed with the bank statement requested during registration. This account must match the one selected during invoicing to receive payment. If you wish to change it, you must update the initial information provided during registration-

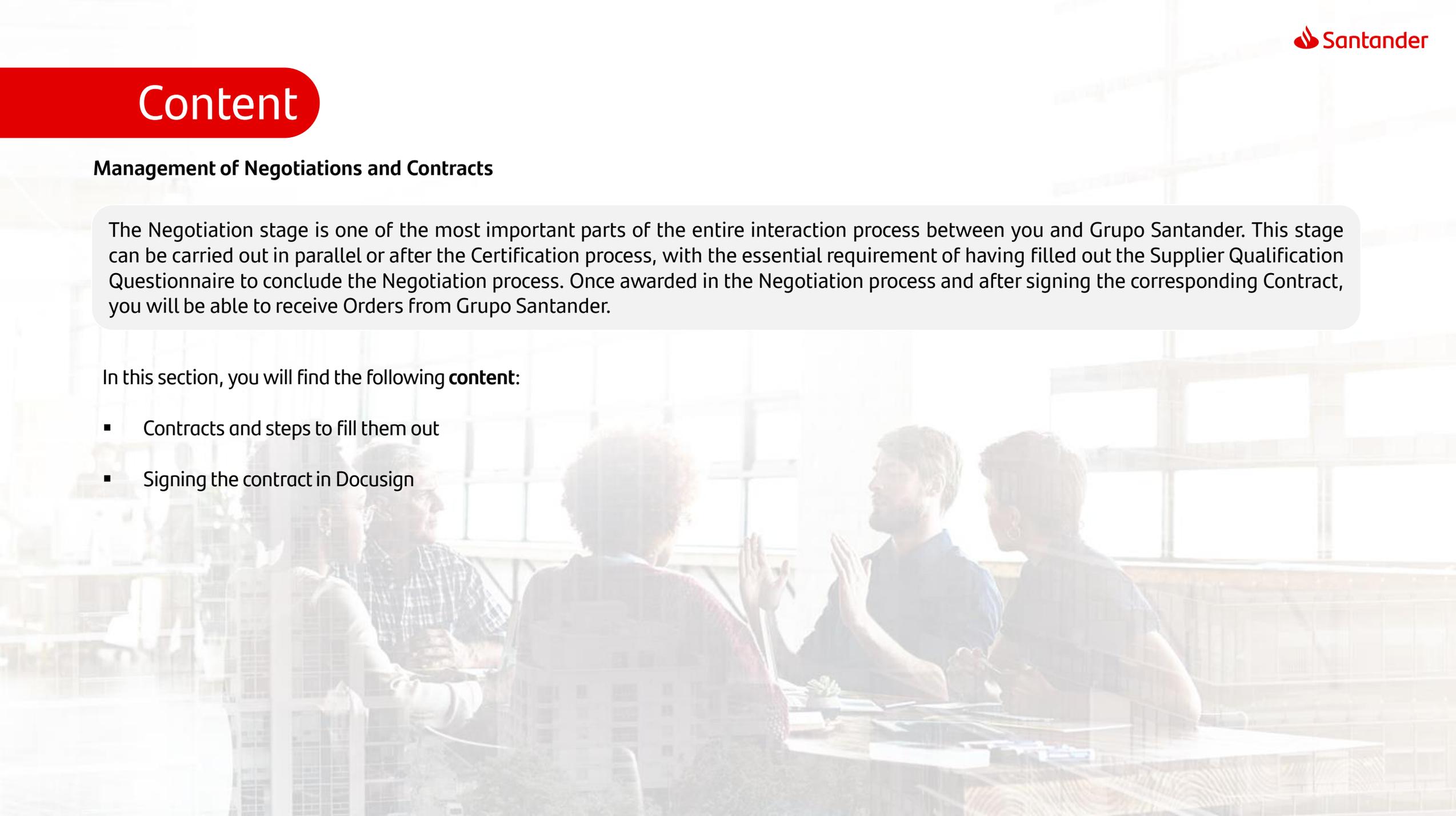
# Content

## Management of Negotiations and Contracts

The Negotiation stage is one of the most important parts of the entire interaction process between you and Grupo Santander. This stage can be carried out in parallel or after the Certification process, with the essential requirement of having filled out the Supplier Qualification Questionnaire to conclude the Negotiation process. Once awarded in the Negotiation process and after signing the corresponding Contract, you will be able to receive Orders from Grupo Santander.

In this section, you will find the following **content**:

- Contracts and steps to fill them out
- Signing the contract in Docusign



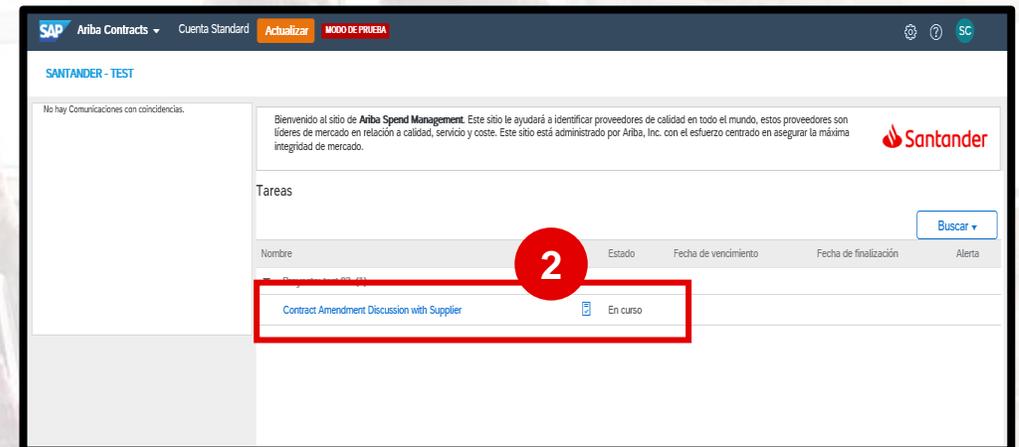
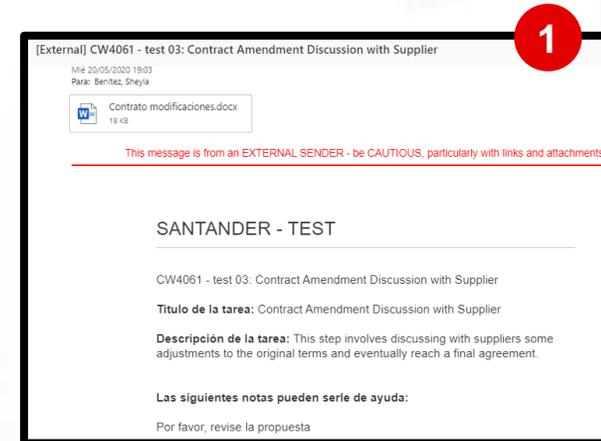
# Contracts

## SAP Business Network

### Contracts

**1** Once the "Project Owner" send the negotiation task to contact the supplier, an email notification is sent to the supplier, who can then log in to Business Network

**2** Upon logging in to Ariba, the supplier can view the negotiation task they have received



# Contracts

## SAP Business Network

### Contracts

**3** When opening the task, there are two options: either accept the proposal or create a counterproposal

**4** Additionally, he can download the send contract to review or edit it as needed

Tarea de negociación 3 [Salir](#)

Esta tarea ha sido enviada para su negociación y se encuentra ahora en proceso. Puede agregar comentarios en la pestaña **Histórico de tarea**. La test 03 / [Contract Amendment Discussion with Supplier](#)

TSK416718132 Contract Amendment Discussion with Supplier Ronda 1: Esperando respuesta(s)

This step involves discussing with suppliers some adjustments to the original terms and eventually reach a final agreement.

**Sheyla Benitez**  
Por favor, revise la propuesta

Contract Draft - Amendment (Solo lectura)

[Acción](#) les ▼

[Descargar](#)

Se han enviado uno o más documentos para que usted los revise. Tiene las siguientes opciones:

- Ver los documentos a la izquierda.
- Para proponer cambios en los documentos, edite y guarde todos los documentos necesarios en su sistema y luego añádalos como adjuntos cuando envíe su contrapropuesta o revisión.

[Crear contrapropuesta](#) ⓘ

[Aceptar propuesta](#) ⓘ

Contratificaciones (1) - Word

id: Público

**ANEXO AL CONTRATO  
CW4061 ENTRE SGT Y JABEZ  
COMPANY CON FECHA  
20/05/2020**

En \_\_\_\_\_, a 20/05/2020.

**REUNIDOS**

1.- De una parte SGT (en lo sucesivo, el Cliente) con CIF 9897563K21 y domicilio social en \_\_\_\_\_, representado en este acto por D. \_\_\_\_\_ con domicilio profesional en \_\_\_\_\_ en calidad de \_\_\_\_\_ y en uso de las facultades que tiene conferidas en virtud que tiene conferidas a virtud de poder otorgado a su favor, el día \_\_\_\_\_ de \_\_\_\_\_ de \_\_\_\_\_ ante el Notario de D. \_\_\_\_\_ con el número \_\_\_\_\_ de su protocolo.

2.- Y de otra, Jabez Company, (en adelante, el Proveedor) con C.I.F. 45766756 y domicilio social en 1234 Main Street, Madrid, España, representado en este acto por D. \_\_\_\_\_ con NIF \_\_\_\_\_ en calidad de \_\_\_\_\_ y en uso de las facultades que tiene conferidas a virtud de poder otorgado a su favor, el día \_\_\_\_\_ de \_\_\_\_\_ de \_\_\_\_\_ ante el Notario de D. \_\_\_\_\_ con el número \_\_\_\_\_ de su protocolo.

Ambas partes, en el concepto en que intervienen,

**EXPONEN**

1. Que el Cliente y el Proveedor suscribieron, con fecha 20/05/2020, un contrato de \_\_\_\_\_ (en adelante, el Contrato), con fecha de vencimiento inicial el día \_\_\_\_\_.

2. Que ambas partes han convenido en modificar las condiciones del Contrato y, a tal fin, suscriben el presente Anexo de modificación que se registrá por las siguientes

**CLÁUSULAS**

**1. PRIMERA.- Objeto**

1. En virtud de lo previsto en el presente Anexo, las partes han convenido modificar las cláusulas \_\_\_\_\_.

2. En consecuencia, la cláusula \_\_\_\_\_ del Contrato quedará redactada como sigue:

“ \_\_\_\_\_ ”

**2. SEGUNDA.- Efectividad. Vigencia del contrato principal.**

Las estipulaciones anteriores tendrán efecto desde [añadir fecha por ej] el día de la firma del presente Anexo).

El Contrato referido en el encabezamiento permanecerá con pleno vigor y efectos con las modificaciones aquí convenidas.

# Contracts

SAP Business Network

## Contracts

5

If as a supplier contact you need to share a counterproposal, you can attach the documentation to your task. Additionally, you can provide a message to the project owner

The screenshot shows the 'Contrapropuesta' (Counterproposal) form in SAP Business Network. It includes a header with 'Aceptar' and 'Cancelar' buttons, a message input field with a red callout '5' containing the text 'Hemos considerado necesario crear una contraoferta, por favor, revísela.', a 'Control de acceso' dropdown menu with a red callout '5', and a document attachment section with a red callout '5' containing a table of attachments. The table has columns for 'Documento', 'Adjuntar documento revisado', and 'Suprimir adjunto'. Below the table are 'Suprimir' and 'Agregar adjunto' buttons, and another 'Aceptar' and 'Cancelar' button at the bottom right.

Documento	Adjuntar documento revisado	
Contract Draft - Amendment		
Contrato modificaciones	Contrato modificaciones (1).docx	Suprimir adjunto

# Document Signing

## DocuSign Platform

### Document Signing

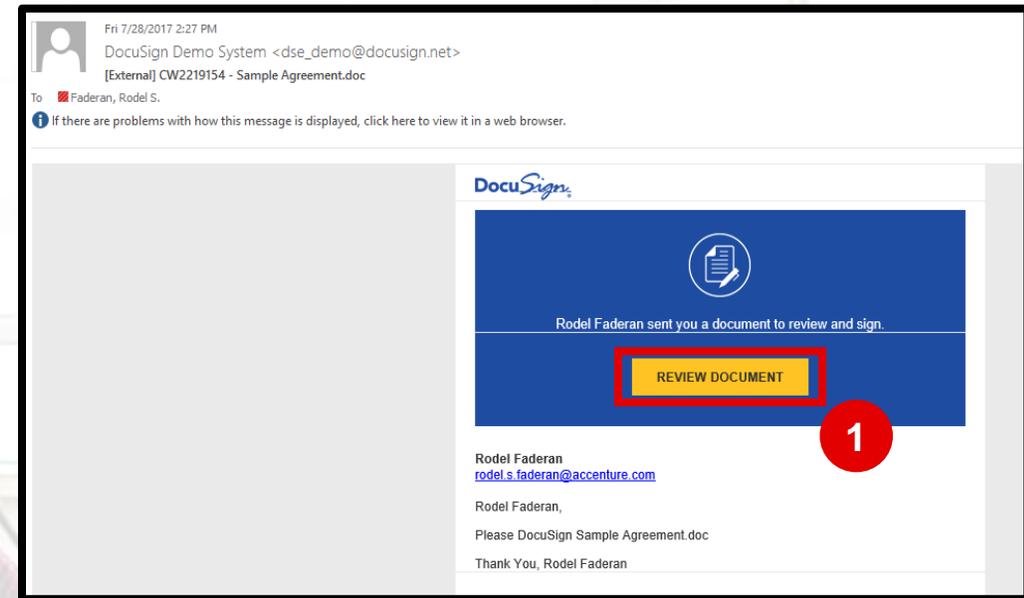
Signatories will receive an email notification from the DocuSign system

1 Click on "Review Document" to open the documents for signing.

#### Note



*If this is your first time using DocuSign, you will be prompted to edit your profile and acknowledge DocuSign's Terms and Conditions*



# Document Signing

## DocuSign Platform

### Document Signing

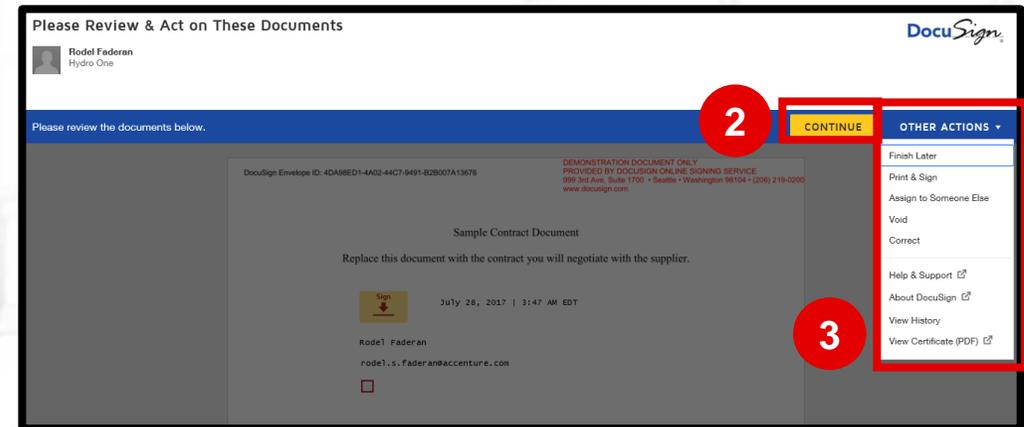
2

Click on "Other actions". In this menu you can select:

- Finish later – to sign the documents at a later time
- Print and sign – to sign a physical document instead of signing it electronically
- Assign to another person – to redirect the documents to the appropriate person to sign

3

Click Continue to sign the document electronically.



# Document Signing

## DocuSign Platform

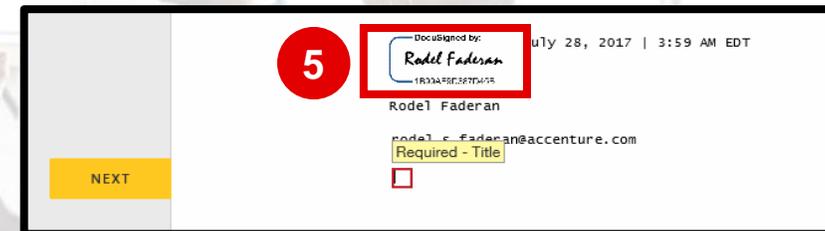
### Document Signing

- 4 Click on the Signature Icon to set up your electronic signature.
- 5 Click and fill in the other icons to complete all the standard fields.

#### Note



Some of the DocuSign fields will be filled in automatically based on your profile details.



# Document Signing

## DocuSign Platform

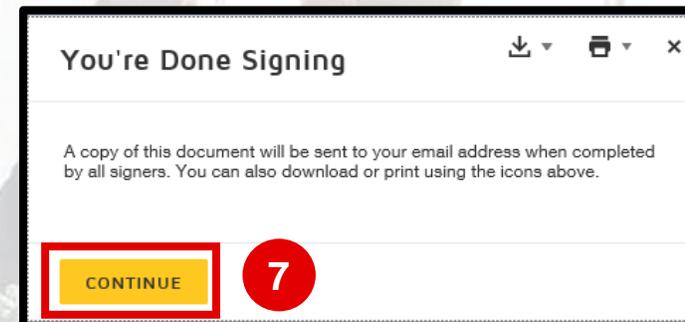
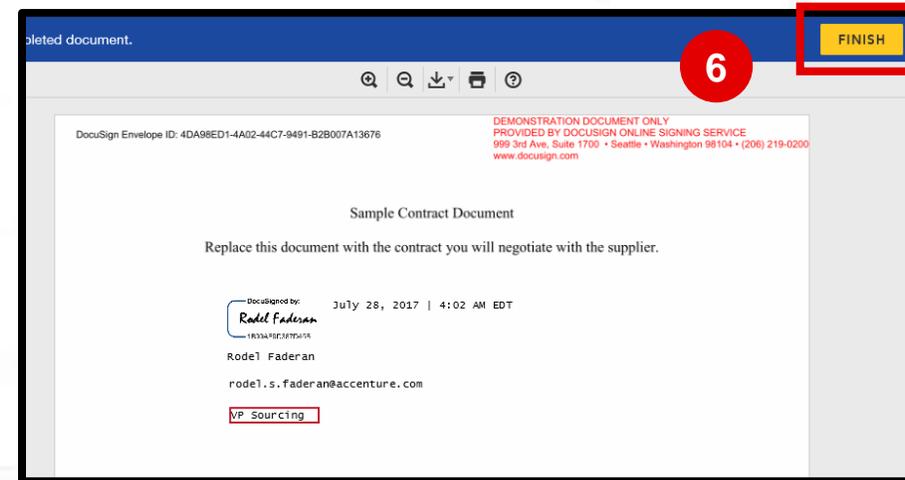
### Document Signing

- 6 Click "Finish" once you have finished.
- 7 Click "Continue" to confirm that the document will be sent to the next signatory. You will receive a copy of the documents once all signatories have signed.

#### Note



*This will be sent to the next assigned signatory. The same steps must be followed.*



# Document Signing

## DocuSign Platform

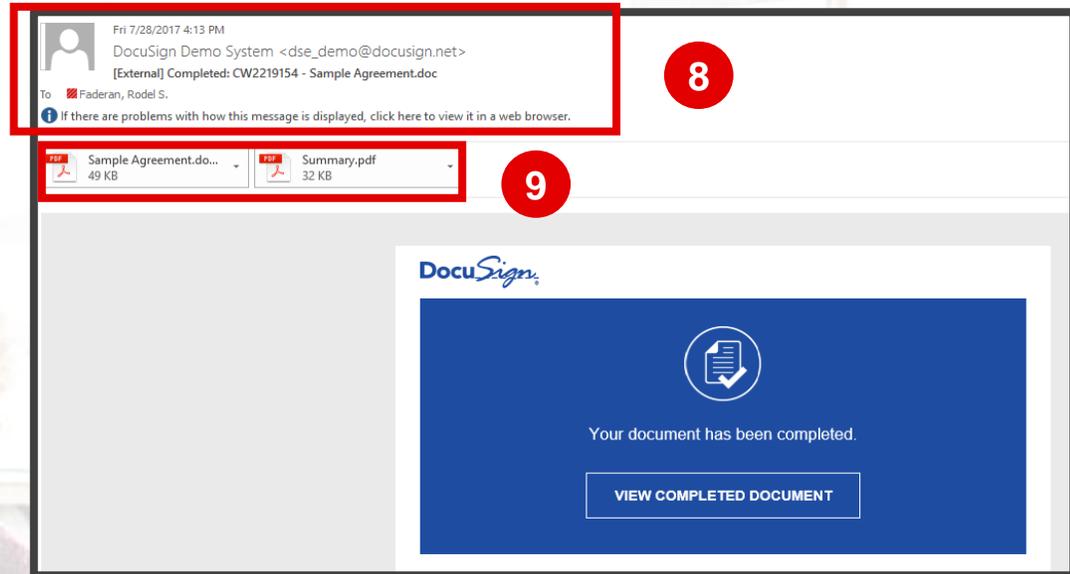
### Document Signing

When all the signatories have placed their signatures, each signatory will receive a copy of the signed document:

**8** The "Project owner" will receive an email notification about the document's completion.

**9** Attachments will include:

- Signed Contract  Signed Contract
- Summary with Certificate of Completion  Summary



# Support & Frequently Asked Questions (FAQ's)



Do you need  
assistance?

# FAQs

## **Business Network – Purchases & Orders**

### **For a new order, do we have to request it from Grupo Santander? And once it appears in the panel, can we work on that order?**

The Grupo Santander sends the orders to the Business Network accounts. These orders are received by e-mail and in the Business Network control panel.

### **Nowadays, I am not receiving purchase orders, invoices, or compliance... is this normal?**

In such cases, it is possible that only the "Sourcing" part is activated. To be able to view documents such as purchase orders or other functionalities, you must have a business relationship established with Santander. This will activate the rest of the components. To establish a business relationship, Grupo Santander will send a request. If the account has been configured to manage and approve business relationships with your clients, you will receive a notification to "Approve/Reject" the business relationship with Grupo Santander. If, on the other hand, the account has been configured to automatically establish the business relationship, you will receive a notification confirming the establishment of the business relationship with Grupo Santander.

### **How long does it take to generate an order number after signing the contract?**

The signature of the Contract is required for the first shipment of the order, so once it is signed, the order is shipped when the service needs to be started. This is an important change in this process, Grupo Santander, in addition to digitalising it to improve the relationship with its suppliers, is also activating the mechanisms so that there are procedures aligned with our internal policies and security between companies to operate in compliance with regulations.

# FAQs

## **Business Network – Purchases & Orders**

### **Is the only way for the supplier to receive the purchase order number by having the contract signed beforehand?**

Yes, it is necessary to have a signed contract with Grupo Santander to receive a purchase order. This is part of our transformation aimed at improving and formalizing a secure relationship for both entities in compliance with our purchasing policies.

### **Is there any way to know when I can create the invoice without having to access the PO number?**

You should access the order number and check its status in the SAP Business Network Portal; this information is easily accessible.

### **What are the orders that start with “2”? What type of orders are they?**

All orders placed through the Business Network start with the number 2.

### **When an order is sent through SAP Business Network, do I receive an email beforehand?**

Yes, both the administrator of the account and the users assigned by the administrator.

### **I have a Standard account and I have received an order by email, but I have not received any invitation through the tool, nor does the order appear in SAP Business Network, what can I do?**

The email notification of the order contains the option to process the order. When processing the order it is possible to link the Business Network account with the order, facilitating the visualisation and management of the order in the control panel and in your Business Network account. This scenario is uncommon, the correct procedure is for suppliers to always have their registration, certification, and signed contract completed before receiving a purchase order.

# Contact - Help

## Supplier Portal here

Find all the material you need on:

[Supplier Information Portal](#)

## Technical Support

[Click here](#) to request technical support from SAP's team of experts

## Operational Support

Not sure what to do next?

Write an email with your questions to:

[ProvedoresEuropa@gruposantander.com](mailto:ProvedoresEuropa@gruposantander.com)



